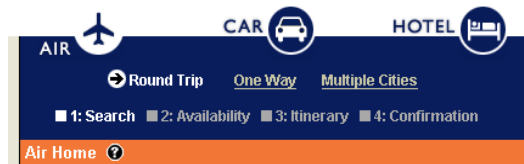


QUICK TIPS-How to Get Started with ResX

Making Reservations

The user interface to RESX has been designed to support both the expert and novice traveler. Screens are easy to use and the booking process requires little or no training. The trip status bar is always available for easy navigation through the system.







You may use Air Home to start booking air, car and hotel reservations in a set date range. The following sections give basic air, car, and hotel booking information—booking air (round trip, multiple cities and one way) and the option of adding a car or hotel to the itinerary.

To book air, car or hotel reservations over separate date ranges (separate itineraries) create separate itineraries containing the type of reservation you need over different time periods.

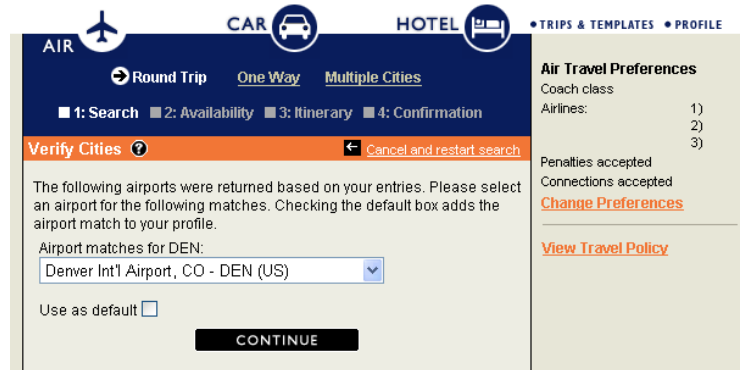
Using the Travel Wizard

The round trip air screen is the starting point for creating an itinerary. From this screen you may select other travelers (to create an itinerary for them), select a trip for purchase, view or edit trip templates, review or change your air preferences, browse schedules or view your travel policy/notes. You can also select “One Way” or “Multiple Cities” which will adjust this screen appropriately.

1. What are your travel plans?
 - a. Complete the *From* field with the city from which you are traveling.
 - b. Complete the *To* field with your destination city.
 - c. Or click on  to view a graphical map and select your two cities
2. When are you traveling?
 - a. *Departure Date:* Input your date of departure or click on  to select the date from the calendar. Then select your preferred departure time from the drop down list.
 - b. *Return Date:* Input your date of return or click on  to select the date from the calendar. Then select your return time from the drop down list.
3. Click on  when all fields have been completed to begin the first step of the Travel Wizard.

Note: If you are only making an air reservation, click the box beside “This trip is air only” in order to limit your search. You will still have the opportunity to add car or hotel reservations later in the process.

4. The system may ask you to verify your cities to the appropriate airports for your desired travel. Make the appropriate choices. Click “Use as Default” if you want the system to use that airport as default in the future. This will stop the system from asking you this question again when you input the same city.



5. Click **CONTINUE** to proceed.
6. Would you like a rental car on arrival? While the system is searching for air options, you will be asked if you need a rental car in your arrival city. Click **YES** or **NO** (as appropriate). Clicking “Yes” will launch a separate search for rental car options.
7. Would you like a hotel on arrival? While the system is searching for air and car options, you will be asked if you need a hotel in your arrival city. Complete the appropriate parameters to narrow your search. Once you have defined the parameters, click **YES** to continue.
 - a. Previous hotels I’ve stayed at in this location – Selecting this option will search the RESX database for previous hotels that you have booked in RESX. As you begin to make travel plans in RESX, the system will maintain a database of all reservation information.
 - b. Near the airport – This will narrow the search parameters for hotels that are in close proximity to your arrival airport.
 - c. Hotel name keyword – This will allow you to include a keyword of the hotel you desire. For example: “Marriott” will bring back any hotel with the word “Marriott” in their name. Caution: some hotels do not always include the exact chain name. There are some chains that use a 2 digit code to identify their chain.
 - d. Street Address -- You can also input any information from a street address of your destination to limit hotels that are in close proximity of that address.
 - e. Don’t narrow my search – This option will bring general availability with no search limitations.

8. **Itinerary Choice.** At this point you are given a choice between “View Suggested Itinerary” or “Create an itinerary by selecting options”. Choose the desired option and click **CONTINUE** to proceed.

- a. **View Suggested Itinerary** – Selecting this choice will compile a complete suggested itinerary that meets policy and search parameters. You will also have the opportunity to make any changes to the suggested choices.
- b. **Create an itinerary by selecting options** – Selecting this option will present a list of all the available options compiled from search parameters for air, car and hotel. You can then create your own itinerary from those options. Read screen instructions carefully!

If a government “city-pair” contract is applicable to your trip, a red, white and blue flashing icon will appear next to the schedule. (Please note: Any price differential between the city-pair airfare shown and those quoted in other sources is due to federal taxes and airport fees) You should choose this or the next option.






If a government “dual fare” contract is applicable to your trip, a red, white, and blue star icon will appear next to the schedule. This is the option that you should select to be in compliance with the GSA city-pair regulations.




Matching lower government “Me-too” airfares are also listed and noted with a green triangle icon. In order to use these fares, you must have authorization and be prepared to give an exception code. These fares may require advance purchase. Be sure to click on RULES and read restrictions before you reserve.

- c. **Don’t ask me again** – You can place a check in this box to have the system default to your choice above. Once the box has been checked, you will no longer stop on this screen.


9. **We’re currently working to fulfill your request.** The system will pause just for moment to compile all the results on the next screen.

10. **Suggested Itinerary.** At the Suggested Itinerary screen you can review your itinerary prior to booking/purchasing and make changes to each individual segment (air, car, hotel) or add segments. If any of the suggested options do not fit your business needs, click on the “More” button next to each segment. For example:  for more Air options;  for more Car options;  for more hotel options. You can then change to other available options. If there are no errors in your itinerary; there are several things you can do from this point:

- a. **Save Research** . To save this itinerary for later purchase or correction, click the Save Research button. This will NOT confirm the reservation but will save all the information for future completion. When you click “Save Research” you will be prompted to provide a “Trip Research Name.” Please remember, saving a trip as research

does not reserve the trip. Travel fares and availability are subject to change until reserved. You can retrieve this research from

•TRIPS & TEMPLATES under “Trip Research”. Click on View to return to this trip.

- b. Select Seats. Click on  next to each flight segment in order to make your seat selections. You can also allow the system to automatically select seats based on the seat preferences defined in your RESX profile.*
- c. **RESERVE ITINERARY**. Clicking this option will confirm the itinerary but will not release it for ticketing by SatoTravel. Fares cannot be guaranteed until the ticket has been issued. You can retrieve this reservation from •TRIPS & TEMPLATES under “Pending Trip”. Click on View to return to this trip.*
- d. **PURCHASE NOW**. Clicking this option will confirm the itinerary and release it to SatoTravel for ticketing. SatoTravel will promptly issue the ticket and you will receive an e-mail itinerary with the ticket number and confirmation numbers. Once the itinerary has been ticketed, you can no longer make changes in RESX to that reservation. Any changes will need to be handled by calling SatoTravel.*

*11. After clicking on “Purchase Now” you will be prompted to verify delivery information. You will also have an opportunity to include any “Special Instructions.” This area is used to communicate to the SatoTravel agents any additional information you wish to include. For example: requests for wheelchair assistance, specific hotel properties or rates, etc. Once this screen is completed, you’ll need to click on **PURCHASE NOW** once again to finalize the reservation process.*

Warning: *If your profile page is missing required information, you will be prompted to enter the information prior to viewing a suggested itinerary.*

Making Car Only or Hotel Only Reservations

Selecting the Car or Hotel icon in the primary navigation bar will allow you to skip directly to the screen to define a search specifically for car only or hotel only reservations. Complete the appropriate information on the search screen and click on **CONTINUE** to proceed through the booking process.